

Bellflower Gateway

Published for Employees and Physicians

Our Cause is Health. Our Passion is Service. We're Here to Make Lives Better.

Bellflower DUAT Team Ranks on Top

How many times have you gone to your doctor's office because of a cold that just does not seem to go away? Many assume that a prescription for an antibiotic will quickly solve the problem. However, antibiotics kill bacteria, not viruses. They will not help to treat a cold, which is caused by a virus. In fact, unnecessary use of antibiotics can be harmful. This – and other issues such as promoting the appropriate use of medications to improve clinical outcomes – is the accountability of Bellflower Medical Center's Drug Utilization Action Team (DUAT).

The DUAT committee is made up of physicians and pharmacy operations leaders. They identify potential initiatives through analysis of utilization data, assessment of new clinical evidence from the literature, or review of a new drug or generic equivalent entering the market. In addition, the team helps improve quality of care for KP members by increasing appropriate prescribing and reducing inappropriate drug use. Overall, their goals are aligned with the KP-Promise to improve clinical outcomes, provide the most appropriate care for members, at an affordable cost.

For the past year, the Bellflower team has outscored other Southern California Medical Centers and has been ranked number one overall for their work.

"We are so proud of the collaboration between Bellflower physicians and pharmacists who strive to improve the quality of care our patient's receive at an affordable cost," states Pam Tsushio, Bellflower Area Pharmacy Director. "We are honored by the recognition that we have received by doing the right thing."

The key objectives for DUAT are:



During the first quarter of 2009, Bellflower Medical Center continued its hard work and kept its top ranking within the region with a 93 percent with Hgb less than 12. "I am very proud of this team, especially during today's economic crisis," says Binesh Binesh Batra, M.D., area medical director. "More importantly, the DUAT team continues to set an example of how we can help our members thrive each and every day." Photographed above, from left to right: Angela Su, Bellflower Drug Education Coordinator, Sherie Olsen, MD, Cardiology and DUAT Physician Chair; and Pam Tsushio, Bellflower Area Pharmacy Director.

- to improve patient quality of care by using an evidence-based approach to drug use management through physician involvement, education, decision-making and practice support tools, and performance feedback to physicians and providers;
- to decrease variation in prescribing patterns by promoting appropriate practices as determined by physician specialists; and
- to manage member resources cost-effectively.

Making Each Process Safer – Rules & Procedures

The Rules & Procedures Subcommittee (RP) is the third of five process teams in our Comprehensive Workplace Safety System (CW PSS) for Bellflower Medical Center. The CW PSS creates an enhanced safety culture in our workplace, with physicians and staff working together to continually improve work policies, procedures and practices to increase safety and eliminate injuries. RP's mission is to lay a foundation of policies and procedures to make safety the highest priority whenever a task is performed.

The RP subcommittee is the oversight body for all activities and initiatives related to developing workplace safety rules and procedures at Bellflower to present sound work practices and protections in order to provide an injury-free environment. While the subcommittee's work does not extend to any regulatory rules or clinical procedures, it does specify how staff implements requirements designed to minimize injuries.

RP reviews medical center processes and adds guidelines for how to safely perform tasks, such as drawing blood, patient lifting and housekeeping. The goal is to integrate safe thinking into each and every task.

"We have tools managers can use to simplify the process of reviewing and updating their policies, including standardized language around known

common hazards", explains Saritta Gayden, management co-chair of the RP subcommittee. "Additionally, we can help review status and appropriateness of workplace safety rules and procedures for each department ensuring they are up to date and relevant."

"By regularly reviewing and analyzing incident investigations and WPS safety observations data, we are able to spot deficiencies in existing safety rules and procedures," adds Mary Janikowski, labor co-chair of the RP subcommittee. "By keeping policies current, we help create processes that ultimately lead to less injuries and safer work areas."

For more information about CW PSS, contact your department manager, supervisor or LMP/CW PSS team member.

Kaiser Permanente Bellflower is working towards a zero workplace safety injury rate. It is important to remember that safety is everyone's responsibility.



Sweet 16

Bellflower Medical Center (BFMC) was the presenting sponsor of the 16th Annual Downey Chamber of Commerce Street Faire. The KP booth featured KP.org, the Blood Donor Center, volunteer registration, and one of the newly wrapped carrier vans announcing the opening of the Kaiser Permanente Downey Medical Center this fall. The community event also included live entertainment, a kid's zone, and a car show with more than 200 classic automobiles. Photographed, from left to right: Darlene Montes De Oca, Blood Donor Center; Wanda Wells, Administration; Jeanine Shackelford, Member Advocate Liaison; and Sandy Thibodeaux, Volunteer Services.

Caring for Our Members

KP Members express their gratitude for the care they receive from their Bellflower Medical Center healthcare providers.

Jay Yew, MD

On behalf of my entire family, we would like to genuinely recognize the excellent service Dr. Jay Yew has provided to us. On March 24, 2009, Dr. Yew performed a surgical prostatectomy via the robotic laparoscopic procedure for my father. The outcome was extremely favorable and his recovery is progressing very well. We were very anxious prior and during the surgery, but we know that our father was in good hands with Dr. Yew. It is because of talented people like Dr. Yew that makes Kaiser Permanente one of the premier hospital organizations in the USA. We are very grateful for Dr. Yew's talents.

Diana Wang, MD

Dr. Wang has been my doctor for the past 10 years. She has provided me with excellent care and service. She has always been pleasant, thorough in her examinations, direct in her information and always caring on my behalf and best interest. I am pleased with her care and blessed to have Dr. Wang as my doctor.

Mercedes M. Garcia, MD, and Bernadine "Cookie" Wheeler-Chavers

Dr. Garcia and Cookie, the receptionist, are very kind to me in every step of the way when dealing with my mental health needs. Dr. Garcia takes her time in explaining and listening to my concerns. She has been the best doctor at Kaiser Permanente regarding my psychiatric needs.

Sally Stredler, RNFA

Ms. Stredler of Plastic Surgery was helpful and fully explained everything for me and my husband (prior to a recent procedure). She provided excellent care for the pre-operations, surgery and after-care. She is great.



Patient Safety Week Wrap Up – Bellflower Medical Center celebrated National Patient Safety Week, a national education and awareness-building campaign for improving patient safety, recently. Celebrations centered on educating patients on how to become involved in their own health care, as well as working with our hospital to build partnerships with their patient community. Among the activities were a patient safety fair and an essay contest. Staff were challenged to write a few sentences on "how they educated our members to become more involved in their own care." The winning essay was written by Jennifer L. Anderson, RN Case Manager, Home Health Care. Runner-up winners were Ahn-Thu Nguyen, Pharm D, Whittier Medical Office Building; Blanca Lamas, Medical Assistant, Cudahy Medical Office Building; and Poonsin Poupongtong, Pharm D, Orchard Medical Office Building. Photographed above: Jim Siler, Patient Safety, and Jennifer L. Anderson, RN.

Kaiser Permanente Receives Top Marks in 2009 J.D. Power and Associates Study Kaiser Permanente leads health plans in member satisfaction in California...Again

For the second year in a row, Kaiser Permanente was rated the highest in customer satisfaction in the J.D. Power and Associates National Health Insurance Plan StudySM.

Kaiser Permanente California earned 769 points, more than 50 points above the average score for this region. Additionally, Kaiser Permanente achieved significantly higher scores in 2009 compared to 2008, increasing 38 points.

The J.D. Power and Associates 2009 National Health Insurance Plan

StudySM measures member satisfaction among 131 health plans in 17 regions throughout the United States by examining seven key factors that each represent a distinct part of the member experience and together encompass the relationship between the health plan and its member: coverage and benefits; provider choice; information and communication; claims processing; statements; customer service; and approval processes.

For more information, visit <http://xnet.kp.org/newscenter/pressreleases/nat/2009/041609jdpower.html> or www.jdpower.com.

COMPLIANCE. THAT'S RIGHT!

Five Things You Need to Know to Complete Required Compliance Training

Compliance situations do happen – like knowing how to report a stolen or lost computer or fraudulent activities such as false health care claims and misuse of Kaiser Permanente's resources. Being prepared when one happens can make your job a whole lot easier. That's where required compliance training comes in. It gives you information and resources you can use to do your job.

Here are five things you need to know to complete required compliance training:

- 1. Required training** – Annual Compliance Training 2009 for employees launched last month. Training covers a refresher on key concepts such as privacy and security compliance responsibilities, fraud, waste, and abuse, how to report compliance and ethics concerns, your role in assessments and audits, and overall compliance at KP.
- 2. KP policy about compliance training** – KP policy requires completion of required training courses as a condition of employment. Disciplinary action—up to and including termination—may be taken for noncompliant behavior.
- 3. How long it takes** – The course takes about an hour to complete.
- 4. Getting resources** – Compliance training is more than just completing a course—it provides you with the opportunity to understand your compliance accountabilities at KP. Annual compliance training is a part of a program-wide initiative to provide you with contacts, training, and resources to help make compliance an organic part of the work you do each day.
- 5. Attestation** – To underscore KP's commitment to compliance, ethics, and integrity, you must attest to completing your annual compliance training.

For additional compliance information, contact Bellflower's interim Compliance Officer, Jerry Trammel, at 562-461-4549 (tie line 8-325-4549) or Jerry.J.Trammel@kp.org.

HIPPOCRATES CIRCLE

Celebrating the Physicians of Tomorrow – The Hippocrates Circle, a mentoring program for middle school students in the Bellflower Medical Center service area that encourages minority students to set higher academic goals and consider a career in medicine, celebrated its 2009 graduates last month. More than 30 participants from Frank J. Zamboni School in Paramount worked with physician mentors, learned about and visited several departments at Bellflower Medical Center and USC Medical School, and participated in activities designed to help them visualize a future within the medical field. This is the fifth year of Bellflower's Hippocrates Circle program.

